

Capability Statement

We build the instruments institutions run on.

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OVERVIEW

Custom software for operations that cannot afford to be wrong — ten systems in production across five sectors.

Madsoft Technologies is a software studio building custom web and mobile platforms, applied AI, verifiable-record systems and cloud infrastructure for businesses and institutions.

10 engagements delivered · 30+ endpoints in production · 5 sectors delivered · 40+ operator screens, one platform

CAPABILITIES

Applied AI & Machine Learning

Models that make a decision, not a demo. We take the noisy signal an organisation already produces and resolve it into something it can act on.

- Document and ticket OCR pipelines
- Forecasting, anomaly and fraud detection
- LLM assistants grounded in your own records
- Evaluation harnesses, so accuracy is a number

Systems of Record

Platforms where the record is the product and the auditor matters as much as the user — a transcript, a licence, a chain of custody, a reconciliation that has to survive being disputed years later.

- Consignment and chain-of-custody tracking
- Registries, licensing and institutional records
- Revenue tracking and reconciliation
- Role, permission and audit architecture

API & Systems Integration

Making two systems that were never designed to meet agree on a single record. This is the hardest part of most large programmes and the part that decides whether the rest of it works.

- Legacy and third-party platform integration
- Document and schema mapping between systems

- Cross-engine databridges, SQL Server to MySQL
- Versioned REST APIs with health and status surfaces

Custom Software Engineering

Products built to be run for years by people who did not write them. Typed, tested, documented and handed over properly.

- Web platforms and operator consoles
- Native mobile for field operations
- API design and system integration
- Legacy migration without a shutdown

Blockchain & Verifiable Records

Distributed ledgers used where they earn their place: when several parties who do not fully trust each other must agree on one history, and that history has to survive being disputed.

- Provenance and chain-of-custody tracking
- Smart-contract settlement and escrow
- Tamper-evident audit and document notarisation
- Tokenisation and digital asset infrastructure

Product & Interface Design

The screen is where a system meets someone who did not choose it, is measured on throughput, and cannot stop to read a manual. We design for that person — the clerk at the counter, the officer at the gate, the registrar at the end of term.

- Operator consoles organised around the task, not the schema
- Design systems that survive being handed to another team
- Interfaces for small screens, metered bandwidth and bright sunlight
- Accessibility checked in the build pipeline, not audited at the end

Cloud, Data & Infrastructure

Infrastructure you own, run by people who answer the phone. For organisations that cannot put their data on someone else's platform — for cost, sovereignty or procurement reasons.

- Server provisioning, hardening and TLS
- Containerised deployment and CI pipelines
- Self-hosted mail with SPF, DKIM and DMARC
- Database design, backups and monitoring

Handover, Training & Support

The part most suppliers leave vague. We write the runbook for an engineer who has never met us, train the people who will actually operate the system, and stay reachable afterwards — on terms you can end.

- Runbooks written for an engineer who never met us
- Training for the team who will operate it, recorded
- Independent build verification before final payment
- Retained support by choice, never a hostage arrangement

SECTORS SERVED

Logistics & Supply Chain — in production

Consignment and custody tracking · Warehouse and inventory · Provenance & traceability · Settlement automation

Education — in production

Student information systems · Admissions & enrolment · Fees and finance portals · Results and transcripts

Enterprise Operations — in production

Operations dashboards · Workflow and approvals · Incentive and payout administration · Multi-system integration

Hospitality & Retail — in production

Reservations and ordering · Menu and catalogue management · Loyalty programmes · Multi-site reporting

Public Sector & Institutions — in production

Registries and licensing · Records and reporting · Revenue & reconciliation · Internal operations platforms

Healthcare — capability

Patient records & scheduling · Pharmacy and inventory · Billing and claims · Referral and lab workflows

Banking & Financial Services — capability

Core operations dashboards · Loan origination & scoring · Payments and settlement · Compliance and AML reporting

SELECTED WORK

Engagements are described by sector, scale and mechanism. Several are active public-sector contracts under confidentiality; client names, locations and repositories are shared under NDA rather than published.

Operations Command Center — Enterprise, 2026

A live executive command centre joining five production databases into a single operational picture.

React 19 · TypeScript · Vite · Tailwind · Recharts · Express · MySQL · JWT

Consignment Workflow Platform — Logistics, 2026

An AI-assisted platform that replaced paper weighing tickets and manual release approvals end to end — web console, API and field mobile app.

React · Next.js · React Native · PostgreSQL · OpenAI · OCR · Twilio · SendGrid

Systems Integration API — Enterprise, 2026

A production REST API bridging two authoritative systems that each held half of the same record, with public health and status surfaces.

Next.js · MySQL · SQL Server · Zod · JWT · nginx · PM2

High-Volume Operations Platform — Logistics, 2026

Vehicle processing, documentation and revenue management for one of the region's busiest commercial sites, delivered bilingual.

React · TypeScript · Vite · Chakra UI · i18next · Socket.IO · Zustand · Docker

Supply Chain Traceability Ledger — Enterprise, 2025

Blockchain traceability from farm to retail — QR and RFID custody, smart-contract settlement, offline-first for producers in the field.

React Native · Solidity · ethers.js · Redux Toolkit · Stripe · Secure Store

HOW AN ENGAGEMENT RUNS

01 Calibrate — 1–2 weeks

We sit with the people doing the work and map the process as it actually runs — not as the manual describes it.

02 Frame — 1–2 weeks

Architecture, scope and a fixed price — produced from what we observed, never from the document alone.

03 Instrument — 4–12 weeks

We build the smallest thing that proves the mechanism, put it in front of real operators, and measure it.

04 Deploy — 2–4 weeks

Production means monitored, documented, access-controlled and backed up — verified, not asserted.

05 Hand over — 1–2 weeks, then optional support

Source, runbook and training. We stay because you want us to, not because you cannot operate without us.

Durations are typical for a national-scale system and are not a quote. A focused internal tool compresses by roughly half.

ENTITY AND CONTRACTING

Legal entity	Madsoft Technologies
Registration number	SRN 0710144178
Registered owner	Nema Ceesay
Registered address	No. 8 Stanley Street, Banjul, Kanifing Municipality, The Gambia
Office address	Amsterdam Plaza, Brusubi Turntable, Brusubi, West Coast Region, The Gambia (Plus Code C73C+G56)
Year established	2022
Registered with	Registrar of Companies, Ministry of Justice

Contracting models

Fixed-price against a defined scope, time-and-materials for open-ended work, or a retained monthly capacity. Public bodies generally require the first; we will quote fixed-price once discovery is complete, not before.

Payment structure

Milestone-based, tied to demonstrable delivery rather than elapsed time. We do not invoice a milestone that has not been accepted in writing.

Subcontracting

We disclose any subcontracted component before award. Core engineering is performed in-house; we do not resell another firm's delivery under our name.

DATA RESIDENCY AND OWNERSHIP

Residency

Systems can be deployed entirely within your jurisdiction, on infrastructure held in your name. We default to this for public-sector work rather than offering it as an upgrade.

Ownership

Source code, infrastructure accounts, DNS records and credentials are registered to the client, not to us. On completion we hold no key that you cannot revoke.

Access control

Named individual accounts with least-privilege roles, no shared credentials, and access to production granted for a defined window and revoked afterwards. Every action against a record is attributable.

Personal data

Data minimisation by default: we collect what the process requires and no more. Retention periods are agreed in

writing and enforced in code, not policy alone.

SECURITY PRACTICE

- Encryption in transit throughout; encryption at rest for personal and financial data
- Credentials held in a managed secret store, never in source control
- Dependency and vulnerability scanning in the build pipeline
- Backups taken on a defined schedule, with a restore drill performed before go-live
- Audit logging of privileged actions, retained independently of the application
- Documented incident response with a named contact and a defined response window

HANDOVER AND EXIT

01 Source in your possession

Held in a repository the institution controls, updated continuously through delivery — not handed over as an archive at the end.

02 Independent build verification

Before final payment, a third party of your choosing builds and deploys from the delivered source using only the delivered documentation. We support that exercise at our cost.

03 Runbook and training

Operational documentation written for an engineer who has never met us, plus training for the team who will run it. Recorded, so it survives staff turnover.

04 Exit provisions

Documented export of all data in non-proprietary formats, executable by your staff without our cooperation. Agreed in the contract, not promised in a meeting.

REFERENCES AND EVALUATION SUPPORT

Several engagements are active public-sector contracts under confidentiality. We do not publish client names, but we will arrange direct reference calls with existing clients for shortlisted procurements, subject to their consent.

- Reference calls with current public-sector clients
- A technical walkthrough of a comparable production system
- Architecture and security documentation under NDA
- Named CVs for the engineers who would be assigned

CONTACT

Technical briefings are booked at <https://madsofttech.com/contact>, or write to ask@madsofttech.com. Working hours are Banjul time; we work with institutions worldwide.